

Your feedback counts

By Cindy Braley, Clinic Manager

Republic and Curlew Medical Clinics have signed up with Healthstream, a company that conducts patient satisfaction surveys.

You may have already received a phone call from Healthstream, asking information about your provider and the care you have received within the last 12 months. The survey also asks about the front desk, scheduling, and basic information about you (such as gender, age range). They will not ask you about your specific care or what conditions you have been seen for.

Why is this important? This will help promote the clinic's commitment of improving patient experience. The

clinic will take the quarterly results and base quality improvement projects, staff retraining, as well as recognize staff accordingly. Your caregivers will not see the specific responses to the survey.

All calls are made from Healthstream's calling centers in Maryland or Tennessee. The phone number on the caller ID will be 615-846-8410. Your participation in answering the survey questions is voluntary and would be greatly appreciated!

We welcome your questions or concerns. Please call Republic Medical Clinic at 775-3153.

Prior Hospital Happenings available at <http://www.fcphd.org/news.html>

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